



Code: 1901

Family: Planning and Urban Development
Service: Administrative
Group: Statistical, Technical And Analytical
Series: Urban Development

CLASS TITLE: RELOCATION SPECIALIST

CHARACTERISTICS OF THE CLASS

Under general supervision, administers and coordinates the provision of relocation assistance and benefits to displaced homeowners and tenants, and performs related duties as required

ESSENTIAL DUTIES

- Compiles relocation claims and maintains information in computerized spreadsheets
- Analyzes and reviews relocation claims to ensure compliance with applicable federal guidelines
- Advises property owners and tenants of benefit entitlements as prescribed by the Federal Department of Housing and Urban Development (HUD)
- Directs and coordinates arrangements for tenants and homeowners vacating buildings scheduled for rehabilitation or demolition
- Functions as a hearing officer to resolve complex problems experienced by tenants and homeowners
- Contacts appropriate agencies to resolve property management problems involving tenants and homeowners awaiting relocation
- Prepares all divisional, local, and federal reports pertaining to the disposition of relocation cases
- Maintains all relocation records
- Submits statistical and narrative monthly reports
- Locates, inspects, and certifies the acceptability of available housing
- Assists eligible persons in applying for low income or subsidized housing
- Trains new staff in relocation procedures and designs training programs
- Searches for replacement housing and/or refers clients to appropriate City and federal agencies if there is a special need
- Solicits bids for residential and commercial movers

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Three years experience in relocation work; or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

PHYSICAL REQUIREMENTS

- Ability to stand and walk for extended or continuous periods of time

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- *methods and practices used in relocation work
- applicable federal, state, and local laws, guidelines, and regulations

Some knowledge of:

- applicable public, private, and community groups, organizations, and agencies
- *applicable mathematical principles and applications
- *applicable computer software packages and applications
- *data analysis and report preparation and writing
- *financial loan application and processing procedures
- *environmental issues, policies, and programs
- *terms and conditions applicable to lease agreements

Knowledge of applicable City and department policies, procedures, rules and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *MATHEMATICS - Use mathematics to solve problems
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
- *NEGOTIATION - Bring others together and trying to reconcile differences
- *SERVICE ORIENTATION - Actively look for ways to help people
- *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- WORK WITH NUMBERS - Add, subtract, multiply, or divide quickly and correctly

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
- SOCIAL ORIENTATION - Prefer to work with others rather than alone and being personally connected with others on the job
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- INNOVATION - Think creatively about alternatives to come up with new ideas for and answers to work-related problems
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources

March, 2014